



# Return Policy

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We are human and understand that mistakes happen. Product excellence is our mission with all purchases, and aim for a 100% satisfaction guarantee.

## FOR EXCHANGES / PRODUCT RETURNS

If you received a defective or the wrong product, please call us at (682) 277-9994 or email us at [inspire@anationofhope.org](mailto:inspire@anationofhope.org) **within three (3) days after delivery**. This step is very important before returning the product.

- Please keep in mind we cannot guarantee all items and sizes will be in stock at the time of the exchange request. We do not recommend exchanges due to changing inventory with our vendor or the possibility of longer-than-expected deliveries; however, our team will work with you to ensure you are satisfied with a replacement of equal or lesser value.

## REFUND REQUESTS

Refunds may be considered for the item price only. Shipping costs may also be refundable, but at our discretion. The refund will be issued within 10 business days of receipt of the returned product.

For additional questions, email [inspire@anationofhope.org](mailto:inspire@anationofhope.org). Please be sure to include your Order # in the email.